

DEPARTMENT OF HUMAN RESOURCES
FAMILY INVESTMENT ADMINISTRATION
OFFICE OF HOME ENERGY PROGRAMS (OHEP)
LOCAL ADMINISTERING AGENCY (LAA) MONITORING REPORT
MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP)

And

ELECTRIC UNIVERSAL SERVICE PROGRAM (EUSP)

FY 2008

SITE VISIT FINDINGS

LAA: _____

DATE OF VISIT: _____

Contact Person(s) for this review (include phone number):

1. _____

2. _____

Exit Interview with (include phone number): _____

Title: _____

OHEP Monitor(s): _____

Where appropriate, please write in yes or no.

OUTREACH:

1. What has the agency done to reach the following populations?

A. Elderly/disabled population:

Comments: _____

B. Persons with the lowest incomes with the highest energy burdens:

Comments: _____

2. What is your most effective outreach tool?

Comments: _____

Local Training:

1. How often are staff meetings held? _____

2. Have all workers been trained in confidentiality and computer security? _____

3. How many OHEP dedicated workers does your agency have? FT ____ PT ____

4. Are the following logs current?

a. Complaint Log _____

b. Hearing Log _____

c. Other: _____

Intake and Eligibility Process:

1. Does the Agency have interview space that assures confidentiality? _____

2. Are there restrooms available for use by applicants? _____

3. Are the applications filled out and printed in the data base for the customer? _____

4. Are interviews being scheduled by appointment? _____

5. What is the average length of an interview? _____
6. What are the major issues in collecting and verifying income information?
Comments/Issues of Concern: _____

7. Are customers' files kept in a confidential and secure area? _____
8. What measures are used to ensure confidentiality with applications filed by employees?

SAIL (Service Access and Information Link) Applications:

1. Are you receiving any SAIL applications? _____
2. How are the applications tracked? _____

3. What are the major issues/concerns in processing the applications?
Comments: _____

Applicant Pending Procedures:

- | | | |
|--|-------------|-------------|
| 1. Number of applications pending computer data entry today: | _____ | |
| | MEAP | EUSP |
| 2. Number of applications awaiting certification: | _____ | _____ |
| 3. Number of applications pending household information: | _____ | _____ |
| 4. Where are your pending files? | _____ | |
| 5. How are files pending agency action or household information tracked? | _____ | |
| 6. How many applications are pending over 15 days from the date of the monitoring visit? | _____ | |

Denial Procedures:

MEAP

EUSP

1. The percentage of denials to applications taken is _____% _____%
(OHEP will calculate the percentage by dividing the type of applications taken into the number of denials.)
2. The main reason for denials is _____

Potential Fraud Situations:

1. Have any potential or actual fraud cases been reported?
If yes, give further information:

2. How many fraud cases been referred to Office of Inspector General (OIG)? _____
3. Are the fraud posters visible? _____
4. What local special measures are used to prevent fraud?

Fiscal Administrative Expenditures:

1. Are current signed financial monthly reports on file?
With the Program Director? _____
With the Fiscal Office? _____
2. What is the status of last year's audit? Read OHEP part of audit.
Comments:
3. How many appeals requested? _____

Utility Company Contact Procedure:

1. Who is your LAA's local utility company? _____

2. What is your LAA's process for obtaining customer kilowatt-hour, therm usage and arrearage

information from the local electric company?

Computer Information:

1. Have you/your staff been experiencing any connectivity difficulties? If yes, please detail.

2. What is the number of data entry workstations that your LAA has operational? _____
Comments/Issues of Concern:

3. Do all workers using the OHEP data system have their own log-on? _____

4. Have log-on it's for all former employees been deleted? _____

Monitoring for Contract Deliverables:

Are the following contract deliverables current and on file at the state OHEP office?

- | | |
|--------------------------|-------|
| a. Annual Outreach Plan | _____ |
| b. Monthly Outreach Logs | _____ |
| c. Annual Crisis Plan | _____ |

SAMPLE REVIEW

Does the sample of certified applications (both mail-in and regular) by categories listed Below meet the Minimum State standards?

95% accuracy to determine eligibility/grant and
90% accuracy in transcribing information in the applicant file
(See the summary and worksheets for applicant file review)

Sample categories are:

1. Wage earners (at least 3)
2. Fixed Income (at least 3)
3. Zero Income (at least 2)
4. Energy Crisis Assistance (at least 2)
5. Subsidized Housing (at least 2)
6. Renters where heat is included in the rent (at least 2)
7. Renters where heat is not included in the rent (at least 2)
8. Roomers and/or boarders (at least 1)
9. Self-employed (at least 1)
10. Level 1 Utility user (at least 1)
11. Direct payment (at least 2)

DOES THE SELECTED SAMPLE REVIEW?

1. Assure that households applying for energy crisis grant receive assistance within the specified time frames? _____
2. Confirm that local internal control system assures that services are provided only to eligible participants? _____
3. Confirm that homeowners and renters are treated equitably? _____
4. Confirm that assistance was provided to households with the lowest income that pays a high proportion of their income for home energy? _____
5. Confirm that all recipient households received a notification of the amount of their assistance and the name of the energy supplier? _____
6. Is the LAA following Operations Manual procedures in the
 - a. Application Process _____
 - b. Crisis Assistance Application Process _____
 - c. Utility Service Protection Program _____
 - d. Zero income applications _____
 - e. Family Energy Services (FES) procedures _____
 - f. Applicant file organization _____
 - g. Quality Control (Certification Procedures) _____

Summary Sheet-Certified File Review:

Sample size _____

I. Applicant's documents compared with data management system data file's hard copy or household notification letter.

1. Name, address, etc. consistent _____

2. Supplier name, code, fuel type consistent _____

II. Application, Income Area, Documentation Review

3. Proof of identity _____

4. Proof of residence _____

5. Number in household consistent with documents (income) _____

6. SS cards for all adults and children over 2 _____

7. Documentation recorded correctly _____

8. Household numbers consistent _____

9. Dated legible signatures of two different LAA staff; no initials _____

10. Dated household benefit notification letter in file or available on the database _____

11. Kilowatt and/or therms recorded correctly _____

12. Application completed _____

Total _____

*ADMINISTRATIVE ERROR RATE IS _____%

III. Accuracy of Computations and Documentation of Eligibility

1. Sufficient documentation _____

2. Income transcribed accurately _____

3. Grant amount correct _____

Total _____

PAYMENT ERROR RATE IS _____%

*** Administrative error rates are calculated by dividing the sample size x 12 into the sum of errors.**

****Payment error rates are calculated by dividing the sample size x 3 into the sum of errors.**

GENERAL COMMENTS SECTION

FIA/OHEP-09-002-S
ATTACHMENT X

APPLICATION/CERTIFIED: PAID FILES

LAA: _____

Review Completed by: _____

DATE: _____

Code: Yes - Blank No - X

Sample Size: _____

[illegible]